STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2019/2020

BAE 1834 – ENGLISH FOR BUSINESS STUDIES
(All sections / groups)

7 MARCH 2020
9.00 a.m. – 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **FIVE** pages.

2. Answer **ALL** questions.

3. Write all your answers in the **Answer Booklet** provided.

SECTION A: READING COMPREHENSION [30 MARKS]

Instructions: Read the passage carefully and answer ALL questions that follow.

How to Make Sure Robots Help Us, Not Replace Us

1   A task force from the Massachusetts Institute of Technology (MIT) warns against 'so-so' technologies that offer few benefits other than paring corporate payrolls. The world needs robots that make life better, not just ones that put people out of work but business attitudes, government policy, and scientific priorities are geared toward replacing workers rather than complementing and enhancing their skills. That is the bottom line of a report by the task force at MIT that was released today.   1

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2   "It's super easy to make a business case for reducing head count. You can always light up a boardroom" by promising to replace people with robots, says David Autor, an MIT economist and co-chair of the task force, who gave an interview about the report. It's harder to get buy-in for robots and other forms of automation that complement human work while improving quality, consistency, and scalability, Autor says.   10

3   The tax code makes matters worse because it subsidises investment in robots, software, and other forms of automation, but is less generous in support of upgrading the skills of human beings, the report says. (There are tax credits for certain forms of education and training but they do not measure up to the breaks for capital spending.)   15

4   On top of that, the artificial intelligence community suffers from what might be called Turing-test envy—a phrase that does not appear in the report. It refers to the idea that the ultimate achievement of Artificial Intelligence (AI) is to make a robot that can trick a person into thinking it is human. "The problems that people choose to work on are very much involved in their presuppositions about what is important," Autor says, adding that the National Science Foundation and Defense Advanced Research Projects Agency add to the problem with their funding priorities.   20

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5   The irony is that focusing on replacement of workers is not just bad for the workers who lose their jobs. It is also bad for profits. The Wall Street Journal carried a story early this year about the Henn Na Hotel in Nagasaki, Japan, which loaded up on robots but ended up getting rid of about half of them because they were not as effective as humans. One type tended to wake up guests who were heavy snorers, asking them to repeat their "requests."   30

     Caring for the elderly is an example of a field in which human beings will remain vital, with robots assisting in strenuous work such as getting patients in and out of bed, says Elisabeth Reynolds, an MIT principal research scientist who served as the task force's executive director.   35

6   Even Tesla Inc. co-founder and Chief Executive Officer Elon Musk, a huge believer in a high-tech future, has admitted that he went too far with robots at the electric car maker. "Excessive automation at Tesla was a mistake. To be precise, my mistake. Humans are underrated," he said last year.   40

Continued...

7   The MIT report is in the spirit of work by Stanford University's Stanford Institute for Human-Centered Artificial Intelligence. "Most jobs are more complex than many people realize," Hal Varian, Google's chief economist, said during a 45 conference this year at the Stanford institute where Autor also spoke.

8   A self-checkout kiosk is an example of a "so-so" technology—one that displaces a worker without providing other significant benefits. The "so-so" phrase used in the task force report is a coinage of MIT economist Daron Acemoglu and Pascual Restrepo of Boston University. More valuable, according to the report, are 50 technologies that enhance workers' abilities, such as the computer-aided design software used by architects and engineers, or "medical imaging tools that boost the speed and accuracy with which medical experts diagnose patients."

9   James Manyika, director of the McKinsey Global Institute, told the website Axios this year, "If you were trying to solve this as an economic problem, you 55 would want to develop AI algorithms or machines that are as different from humans as possible."

10   The MIT report says the U.S. has done worse than many other countries in protecting workers from the downsides of automation. Ideally, the U.S. can learn from others how to do things better. Another potential plus for American workers 60 is that low birth rates and restrictions on immigration are likely to produce labour shortages, not surpluses.

11   The report strikes a note of cautious optimism, concluding that "countries that make well-targeted, forward-looking investments in education and skills training should be able to deliver jobs with favourable earnings and employment security to the vast majority of their workers—and not exclusively to those with elite educations."

Adapted from Cox, P. *How to Make Sure Robots Help Us, Not Replace Us.* (2019, Sept 5). Retrieved December 5, 2019, from https://www.bloomberg.com/news/articles/ 2019-09-04/how-to-make-sure-robots-help-us-not-replace-us.

Writer's Biography

Peter Coy is the Economics Editor for Bloomberg Businessweek. He writes on a wide range of economic issues. He also holds the position of senior writer. Coy joined the magazine in December 1989 as Telecommunications Editor, then became Technology Editor in October 1992 and held that position until he joined the Economics Department. He came to BusinessWeek from the Associated Press in New York, where he had served as a business news writer since 1985.

Question I (5 marks)
Instructions: Find a word or phrase in the passage for each of the meanings below.

a.	acceptance of and willingness to actively support and participate	(Paragraph 2)
b.	pays part of a cost	(Paragraph 3)
c.	assumptions	(Paragraph 4)
d.	valued too low	(Paragraph 6)
e.	negative aspects	(Paragraph 10)

Continued...

Question II (5 marks)
Instructions: Write **T** if the statement is *TRUE* and **F** if the statement is *FALSE* according to the information in the text.

a. The MIT task force report supports the fact that robots should be created with the ultimate aim of replacing human workforce.

b. The scientific community has been focusing on the ultimate AI achievement without funding support from the relevant agencies.

c. A hotel in Japan suffered losses when they discovered their robots were not as efficient and effective as human workers.

d. Tesla Chief Executive Officer, Elon Musk, admitted he should have utilised more human workers at Tesla.

e. The MIT report ends with a negative note emphasising the threat robots have on human workers.

Question III (20 marks)
Instructions: Answer the following questions in complete sentences.

a. What are the main findings of the report released by a task force at the Massachusetts Institute of Technology (MIT)? (3 marks)

b. From the business perspective, robot workforce is more favoured than the human workforce. State **three** reasons why this is so. (3 marks)

c. How has the "Turing-test envy" contributed to scientific priorities that support replacement of human workers with robots? (2 marks)

d. Provide **three** instances where robot workers' efficiency is questionable. (3 marks)

e. The phrase *"so-so" technology* has been used in the task force report. What does it mean and how can the "so-so" technology be improved? (3 marks)

f. Provide **two** specific examples that show a more valuable technology that facilitates and develops human workers instead of just replacing them. (1 mark)

g. According to Google's chief economist, Hal Varian, "Most jobs are more complex than many people realise." (lines 44-45). What can be inferred from this statement? (1 mark)

h. Information presented in this article can be considered as credible. State **four** reasons why. (4 marks)

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SECTION B : LANGUAGE FOCUS [20 MARKS]

Question I (10 marks)
Instructions: Construct a concise sentence based on each set of sentences in the questions below.

Example: (0)   In the month of April, we detected a quality control issue. It was instructed by the CEO that this item be presented by the manager in the next board meeting.
<u>The CEO instructed the manager to present the quality control issue detected last April in the next board meeting.</u>

a.   All those who are employed in clerical work in the company will receive an increased amount of pay and such an increase is to date from the first of the month that follows the present one.   (2 marks)

b.   At Aerotech Galaxy, there are wide-open opportunities for professional growth with a company that enjoys an enviable record for stability in the dynamic atmosphere of aerospace technology.   (2 marks)

c.   Government leaders like to mention the creation of new jobs. They claim that these new jobs indicate a strong economy. They don't mention that low-wage jobs without benefits and security have replaced many good jobs.   (2 marks)

d.   On the afternoon of November 21 at the most recent meeting of the ad hoc committee on workplace communication policies, each and every member of the committee was in agreement with one another that first and foremost it is imperative that all forms of workplace communications be completely accurate and perfectly clear.   (2 marks)

e.   As per our discussion with reference to the antiquated and outmoded climate-control system in the Main Administration Building, it is my recommendation that purchase of a new, environmentally friendly heat pump that is both cost-effective and fully compliant with all local and state regulations be made from a manufacturer that needs to be identified.   (2 marks)

Question II (6 marks)
Instructions: The following text contain six errors in fragments, run-ons and parallelism. Identify and correct them as shown in the example below:

Example:

Line	Error	Correction
1	In your daily business.	In your daily business, many…

In your daily business. Many different aspects and 'activities' are constantly changing such as sales trends and volume, marketing performance metrics and warehouse operational shifts or inventory management changes all these little alterations in your business activities are impacting the global well-being of your company, your warehouse, the restaurant you own or even your healthcare facility. Whether you manage a big or small company. Business reports must be incorporated to establish goals, track operations and strategy, to get an in-depth view of the overall company state. 1

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This is where the need to report all of these little and big changes arises knowing what is happening in your business is key to keep it afloat. Be prepared to face any transformation or drastic shift. Business report templates are the best help for that. They may gather financial, marketing and sales-related information, or more technical data. A business report sample will be your all-time assistance to adjust purchasing plans and staffing schedules, and more generally, communicating your ideas in the business environment. Knowing how to prepare and create one can reduce costs and time to decide on a relevant course of action. Although business reports can be of many different types. They all have one common trait: gathering data and tracking the business activities related to something specific. 10

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Adapted from: *Business Report Examples & Templates Every Manager Should Know*. (2019, November 27). Retrieved December 5, 2019, from https://www.datapine.com/blog/business-report-examples-and-templates/.

Question III (4 marks)
Instructions: Complete the sentences by using the correct form of the word in parentheses. Provide the correct form of the word by using AFFIXES as shown in the example below:

Example: (0) It is *indisputable* that new technologies will play a significant role in shaping the way we work and businesses will simply have to adapt. (DISPUTE)

a. While comparing one's abilities to a robot versus another human may affect people's self-worth less in the short run, robotic _____ is perceived as more threatening to people's economic situation in the long run. (PLACE)

b. Discussions between government and policy makers should be _____ done to formulate strategies that can support workers who have been displaced by technology. (EXTEND)

c. The education systems need to focus more on training students in roles _____ to future employment related to Artificial Intelligence. (COMPLEMENT)

d. Tech firms have spent years perfecting how to create better and faster robots and in the process, these technological _____ are transforming decades-old legal frameworks designed to protect workers. (ADVANCE)

End of Paper